FutureConnect

Quick Installation Guide

communication experience

unified

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Contents

FuturePhone 100	4
FuturePayphone 200	6
FuturePayphone 400	7
FutureFax 111	8
FutureRouter 365	10
FAQ & Precautions	11c

BTC Mission

BTC provides quality telecommunication services for the benefit of our customers and other stakeholders.

BTC Vision

"To be a leader in telecommunications in Southern Africa by 2020"

Our Values

Trust; customer focus; performance driven; accountability and commitment.

Quick Installation Guide

FuturePhone 100

1. Unpack FuturePhone 100 from box and screw on external antenna. Antenna requires only 3 to 3.5 turns until tight. Do not over tighten.
2. Ensure phone is switched off at back of unit
3. Connect handset to base using cable supplied.
4. Remove battery / sim cover on underside of FuturePhone 100 and insert SIM card in sim card holder. Ensure SIM Card inserted correctly. Push SIM card holder down until locked in position.
5. Connect back up battery using white connector terminal.
6. Replace battery / sim cover.
7. Connect power supply to FuturePhone 100 via power input socket at back of FuturePhone 100.
8. Connect power supply to AC mains wall socket.
9. Switch on FuturePhone 100 using on / off switch at back of phone.
10. Refer to User Manual for FuturePhone 100 operational features.

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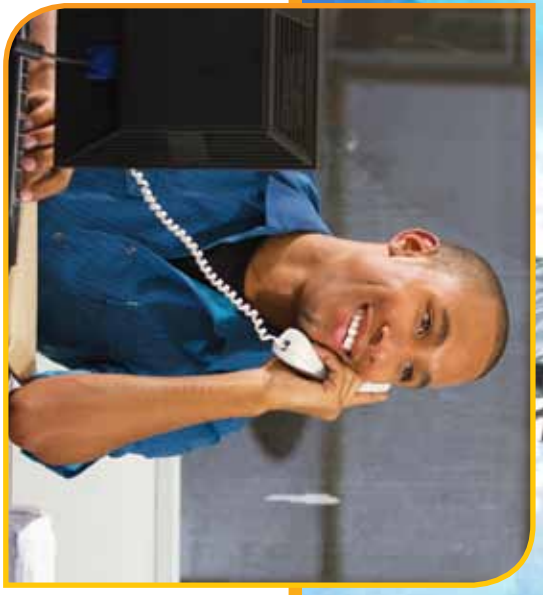
Success is the ability to keep your professional connections alive.



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FuturePayphone 200

1. Take FuturePayphone out of box.
2. Ensure power switch is in OFF position
3. Attach handset to FuturePayphone using RJ11 cable supplied
4. Screw on external antenna. Antenna requires only 3 to 3.5 turnsuntil tight. Do not over tighten antenna.
5. Remove SIM cover on underside of FuturePayphone and insert SIM card. Ensure SIM card is inserted correctly. Push SIM Card holder down until locked in position.
6. Replace SIM Card cover.
7. Insert power supply into power input socket on rear of FuturePayphone.
8. Connect power supply to AC mains wall socket.
9. Switch FuturePayphone on using power switch on rear of FuturePayphone.
10. Refer to User Manual for FuturePayphone 200 operational features.

FuturePhone 400

1. Unpack FuturePhone 400 from box and screw on external antenna. Antenna requires only 3 to 3.5 turns until tight. Do not overtighten.Ensure phone is switched off.
2. Connect handset to base using cable supplied.
3. Remove sim cover on underside of FuturePhone 400 and insert SIM card in sim card holder. Ensure SIM Card inserted in correctly. Push SIM card holder down until locked in position. Replace sim cover.
4. Connect power supply to FuturePhone 400 via power input socket at back of FuturePhone 400 Connect power supply to AC mains wall socket.
5. Connect USB cable (supplied) to FuturePhone 400 and to USB port on PC.
6. switch on phone.
7. Insert CD (supplied) and follow set up procedure. Click next to finish all set up steps.
8. HSPA USB modem icon will show. Double click to open.
9. Screen will show four icons, which are from

FutureFax 111

1. Remove FutureFax 111 from box.
2. Insert SIM Card at back of FutureFax 111
3. Ensure SIM inserted correctly and locks in position.
4. Ensure SIM Card has been activated for enhanced fax, and separate fax number has been allocated to SIM Card by the network
5. Connect external antenna to antenna socket at rear of FutureFax 111.
6. Connect fax machine to fax port at rear of FutureFax 111 using RJ11 cable from fax machine.
7. Connect optional telephone handset to phone port at rear of FutureFax 111.
8. Connect power supply to power socket at rear of FutureFax 111
9. Plug in power supply to AC mains wall socket.
10. Refer to FutureFax Quick start guide (supplied) for operating features and sending and receiving faxes. Please note that when sending a fax *01* must be dialled before dialling the recipients fax number.
11. The dedicated fax number (supplied by the network) must be dialled by outside callers when they are sending a fax to the FutureFax 111.

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It's about knowing that your family is happy.

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FutureRouter 365

1. Unpack FutureRouter from box and screw on external antenna. (Some models have built in antenna).
2. Insert sim card in slot marked USIM Card. Push gently until sim locks in position.
3. Connect Ethernet cable to any LAN port on router and to Ethernet LAN port on PC.
4. Connect power supply to router and switch on at wall socket. Connect optional handset if required.
5. Open web browser on PC and type in static web address 192.168.1.1 and press enter.
6. Screen will appear requesting user name and password. Type admin for user name and for password. Tick box indicating "remember my password."Click OK.
7. Select 3G Router option on LHS then select "Quick set up guide" Press apply for admin settings to reset. Wait for PC to reset.
8. Screen will then read Access Point Status. Select Internet Settings, WAN. Screen reads Wide Area Network Settings. If SIM card has pin code then select "Use Pin" under pin settings.
9. Under APN setting select manual APN and type internet.be.
10. Under dial number type *99# Click Apply. Wait for "success".

FREQUENTLY ASKED QUESTION(S)

1 Why the FWT CPE may not be switched On?

1) Make sure you press the power button long enough to switch on the FWT CPE .
2) Make sure the battery has been installed properly.
3) If the electrical voltage of battery is low, please recharge it.
4) It may be caused by leaving battery unused for a long time. Try to charge for 3 or 5 minutes to restore battery life.

2 Why you may not read information from the SIM Card?

1) Check if SIM has been slotted tightly in contact with socket?
2) Check if SIM or socket is not covered with dust?
3) Check if SIM has not failed or if SIM not deactivated?

3 Why you may not be able to call out?

1) Make sure the network signal is of good quality.
2) Make sure the destination number is correct.
3) Check if the balance of the SIM account is enough, if prepaid.
4) Check whether you have not set a Call Limiter? If you have set it on, make sure the number you dialed is not limited or blacklisted.

4 There is no signal strength indication or time display on the display screen of the FWT CPE.

1) Check whether the antenna (indoor and outdoor) has been installed properly.
2) Adjust the antenna (indoor and outdoor) of the FWT or move the FWT to the location where better signal can be received.
3) If there is still no time indication, then contact BTC Call Center to check whether the GSM signal covers the area of the FWT.

5 After installing the SIM card, the FWT notices "please insert card" or "invalid card".

1) Check whether SIM card has been locked.
2) Check whether the PIN code of the SIM card has been activated.
3) Check whether the SIM card is not damaged.

6 After the FWT is powered off, sometimes no information is displayed while sometimes the power supply icon and the blinking battery icon are still being displayed.

No information on the screen is normal when the FWT is powered off. The power supply icon and the blinking battery icon indicate that the battery is being charged.

7 An incoming-call ring is heard after the busy tone.

The ring indicates that there is an incoming call. If you are not in a call, you can answer the call.

8 The FWT CPE is not connected to the external power adapter. The switch or power button of the FWT CPE is turned on, but the battery LED is still off.

Open the battery slot to check whether the battery has been installed properly. If the battery has been installed, the battery's energy may not be enough. Connect the FWT CPE with the external power adapter and charge the battery.

9 Only the battery icon appears on the screen.

It indicates that the FWT CPE is powered solely by the battery, the battery icon is blinking without any bar inside, it indicates that the battery energy level is low. Use the power adapter to charge or replace the battery.

10 Why you may not be able to charge battery?

1) Does AC adapter plug properly in the FWT?
2) Does AC adapter plug properly in the electrical outlet or socket?
3) Check if it is not a failed battery.

11 The use of spare battery.

1) Supports 3-hour talking time or 90 hours stand-by time (reference value, the actual time is according to the condition of GSM network) in the case of no external power supply.
2) Ensure the battery is correctly installed by carefully placing the battery in the correct direction of the socket.
3) FWT CPE will be charged automatically by the battery when using the external power supply adapter. And it will stop automatically when the charging process is completed (the battery will still be charged, when the power switch is off).

13 What is the objective of software updating?

1) To enhance the stability of software;
2) To solve the problem of software, if any;
3) It is the responsibility of technical support staff to decide whether the software need to upgrade.

PRECAUTIONS

- Do NOT fiddle with the battery compartment
- Do NOT rotate the antenna/aerial.This will damage the components inside the equipmet, which are the main drivers of the equipment.
- This equipment is NOT water resistant. Always keep it dry.
- Do not use any other charger except the one supplied with the equipment.
- This equipment only uses beMobile SIM cards.
- Do NOT try and insert any other SIM card inside the equipment.

COMMON FIXED WIRELESS TERMINAL FAULTS (FWT)

COMMON FAULTS	TROUBLESHOOTING/WHAT TO DO
Equipment not powering	Ensure that power is switched ON from the mains and the power button is ON
Equipment not charging	Leave it on the charger for 24 hours
No signal,power present	Position the antenna/aerial upright and change position to where good signal strength can be obtained
Error messages on the screen	Swith the equipment OFF and then ON
Blank screen,no signal,power present,number not in use	Contact BTC Call Centre

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